

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

218829

2004-146-C

COMPANY NAME

Affordable Phone Services, Inc.

QUARTER / YEAR

4th / 2008

Month:	OCT	NOV	DEC
Number of Customer Access Lines	1701	1769	1978
Trouble Reports / Access Line (%)	104/6.1	122/6.9	110/5.6
Customer Out of Service Clearing Times (%)	93%	94.1%	89.6%
New Installs Completed w/in 5 Days (%)	93.7%	91.8%	88.2%
Commitments Fulfilled (%)	97.4%	96.8%	96.2%

Comments / Explanations: APS has begun a marketing and outreach program to let customers know about our service.

Person Making Report / Contact Information: Jenny Rohr/Jrohr@htcoffl.com

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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Affordable Phone Services, Inc.

QUARTER / YEAR

1st / 2009

Month:	JAN	FEB	MAR
Number of Customer Access Lines	2119	2157	2850
Trouble Reports / Access Line (%)	132/6	120/5.6	194/6.8
Customer Out of Service Clearing Times (%)	94.6%	94.2%	92.9%
New Installs Completed w/in 5 Days (%)	92.9%	93.1%	94%
Commitments Fulfilled (%)	97.2%	95.4%	96.1%

Comments / Explanations: APS has begun a marketing and outreach program to let customers know about our service. APS has reduced the cost of Lifeline Plan prices to be more affordable to consumers. APS is offering 240 minutes of long distance for free to our customers.

Person Making Report / Contact Information: Jenny Rohr/Jrohr@htcoffl.com

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Affordable Phone Services, Inc.

QUARTER / YEAR

2nd / 2009

Month:	APR	MAY	JUN
Number of Customer Access Lines	4274	5122	5475
Trouble Reports / Access Line (%)	286/6.7	296/5.8	311/5.7
Customer Out of Service Clearing Times (%)	93.8%	93.7%	93.9%
New Installs Completed w/in 5 Days (%)	94.2%	93.9%	94.6%
Commitments Fulfilled (%)	95.7%	96.1%	96.6%

Comments / Explanations: APS has begun a marketing and outreach program to let customers know about our service. APS has reduced the cost of Lifeline Plan prices to be more affordable to consumers. APS is offering 240 minutes of long distance for free to our customers and offer Call Waiting/Caller ID for free when signing on for Lifeline Services.

Person Making Report / Contact Information: Jenny Rohr/Jrohr@htcoffl.com